



INFORMATION UPDATE: 11-20-98

IMPORTANT CHANGES AND CORRECTIONS TO PREVIOUS INFORMATIONAL MAILING

- **Initial premium payment by personal check.** Effective November 1, initial premium payments can be paid by personal check at the time of enrollment. The State has reviewed community feedback and realizes that the previous method of payment, accepting only money orders or cashier's checks, has been a barrier to the application process. We hope this added option will increase enrollment in each community.
- **Rite Aid Activities.** Rite Aid serves as a leading sponsor of the Healthy Families and Medi-Cal for Children programs. Each Rite Aid location is an accepted premium payment location where families can make their Healthy Families premium payment by cash. We regret that the Rite Aid discount coupons will not be available as previously announced.
- **Income verification.** Please remember that when verifying a family's income, it is important to submit pay stubs that reflect the family's income for the most recent one month period. For example, if they are paid:
 - Weekly, four pay stubs are needed
 - Twice monthly, two pay stubs are needed.
 - Every other week, two pay stubs are needed.
 - Monthly, one pay stub is needed.It is important to remember that the pay stubs do NOT need to come from the same calendar month in which the family is applying.
- **Reimbursements.** The revised Reimbursement Request Forms are now available. Please place an order by calling the toll-free number 1-888-747-1222 and pressing the star (*) key (*see box below*). It is important to note that as of November 16, photocopied or non-original forms will not be accepted. The new order forms are numbered sequentially to facilitate tracking and payment, and are limited to fifty (50) per order.
 - Status reports will be sent monthly providing details about approved, denied or pending enrollments. Please allow two weeks for the Application Assistance payments to be posted to the status reports. Please refer to these reports when making inquiries about payment status.

NEW TELEPHONE NUMBER FOR REIMBURSEMENT PAYMENT ASSISTANCE

Effective November 23, call the Healthy Families and Medi-Cal Outreach toll-free number,

1-888-747-1222

and press the star (*) key immediately to be directly linked to a payment assistant.

You will not hear a prompt in the recording for reimbursement assistance.

Press the star (*) key to bypass the recorded information or, if you are using a rotary phone, hold on the line for the next available operator who will transfer you to the Payment Assistance department. You may call this number to inquire about reimbursement payment status or to order new Reimbursement Request Forms.

The Department of Health Services, MRMIB and contracting Healthy Families and Medi-Cal for Children program partners would like to express our appreciation for your successful enrollment efforts at the community level; reaching all of the eligible population cannot be accomplished without you.

A HEALTHIER TOMORROW STARTS TODAY